

Live Release Rate Metro Animal Services

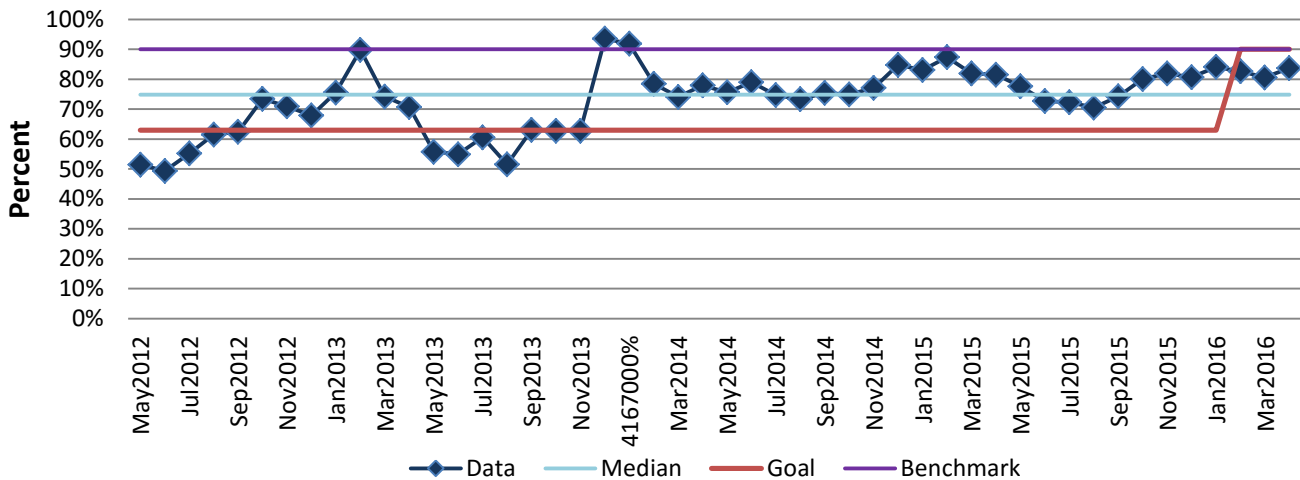


KPI Owner: Jessica Montgomery

Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: CY 14 avg 78%		Data Source: Chameleon	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions		
Goal: Increase the live release rate to > or = to 90% of total outcomes		Goal Source: Strategic Plan	Measurement Method: The monthly number of healthy and adoptable animals released divided by the total number of animals with an outcome during that month		
Benchmark: 90%		Benchmark Source: Industry Standard	Why Measure: Measures a core process, animal adoptions and placement		
			Next Improvement Step: Maintain the live release rate in the busy season. Lowest inventory MAS has every experienced.		
How Are We Doing?					
May2015-Apr2016 12 Month Goal	May2015-Apr2016 12 Month Actual		Apr2016 Goal	Apr2016 Actual	
69.75%	78.42%		90.00%	83.65%	
Percent	Percent		Percent	Percent	

Live Release Rate



May2015-Apr2016 Pareto Analysis

